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PwC Careers

We invite you to apply for the following opportunity based in Port Moresby:

Associate, Information Technology

A career in information technology within Internal Firm Services, will provide you with the opportunity to support our core business functions by playing a key role in the enabling our people to work more efficiently and deliver the highest levels of service to our clients.

We are seeking a highly skilled and motivated Professional Services IT Service Desk Support member with exceptional technical expertise and a strong professional mindset. This role requires proficiency in various applications including Windows 11, PowerShell, Microsoft 365 Apps, ServiceNow, Workday, Google Workspace, Alteryx, and Power BI. Additionally, expertise in desktop support with Lenovo ThinkPad's, printers, and proficiency in voice and network skills with WiFi, Meraki WAPs, etc., is essential.

Key Responsibilities:

- Provide first-line support and troubleshooting for IT-related issues, both hardware and software, ensuring prompt resolution.
- Utilise technical expertise to support and maintain Windows 11, PowerShell, Microsoft 365 Apps, ServiceNow, Workday, Google Workspace, Alteryx, and Power BI applications.
- Manage and resolve desktop support issues including Lenovo Thinkpads, printers, and other peripherals.
- Manage and coordinate PC rollouts, replacements, provisioning & recovery of assets
- Experience with vulnerability management
- Collaborate with the IT team to implement and optimize network infrastructure, including WiFi and Meraki WAPs.
- Document all support activities, solutions, and configurations for future reference.
- Continuously update knowledge and skills to stay abreast of new technologies and best practices in IT support.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or related field.
- Proven experience in IT support roles, with expertise in Windows 11, PowerShell, Microsoft 365 Apps, ServiceNow, Workday, Google Workspace, Alteryx, and Power BI.
- Strong proficiency in desktop support with Lenovo Thinkpads, printers, and other peripherals.
- Knowledge of voice and network skills including WiFi, Meraki WAPs, etc.
- Excellent problem-solving skills with a keen attention to detail.
- Exceptional communication and interpersonal skills, with the ability to effectively interact with stakeholders at all levels.
- Demonstrated ability to work independently and collaboratively in a fast-paced environment.
- Professional mindset with a strong work ethic and commitment to delivering high-quality service.

Preferred Qualifications:

- Certifications in relevant technologies such as Microsoft, Google or networking certifications.
- Prior experience working in a professional services environment.
- Familiarity with ITIL practices.

PwC is Papua New Guinea's leading professional services firm. We offer in return a competitive salary package, commensurate with experience, and an environment that encourages you to do meaningful work and make an impact.

How do I apply?

Submit your application now by emailing us your CV and relevant supporting documents to pg_humancapital@pwc.com using the subject line **EOI - Associate, Information Technology**.

Applications close on Wednesday, 5 June 2024.